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Introduction to Ground Data Service Support



First Contact Package

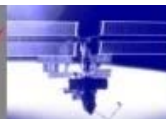
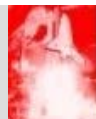
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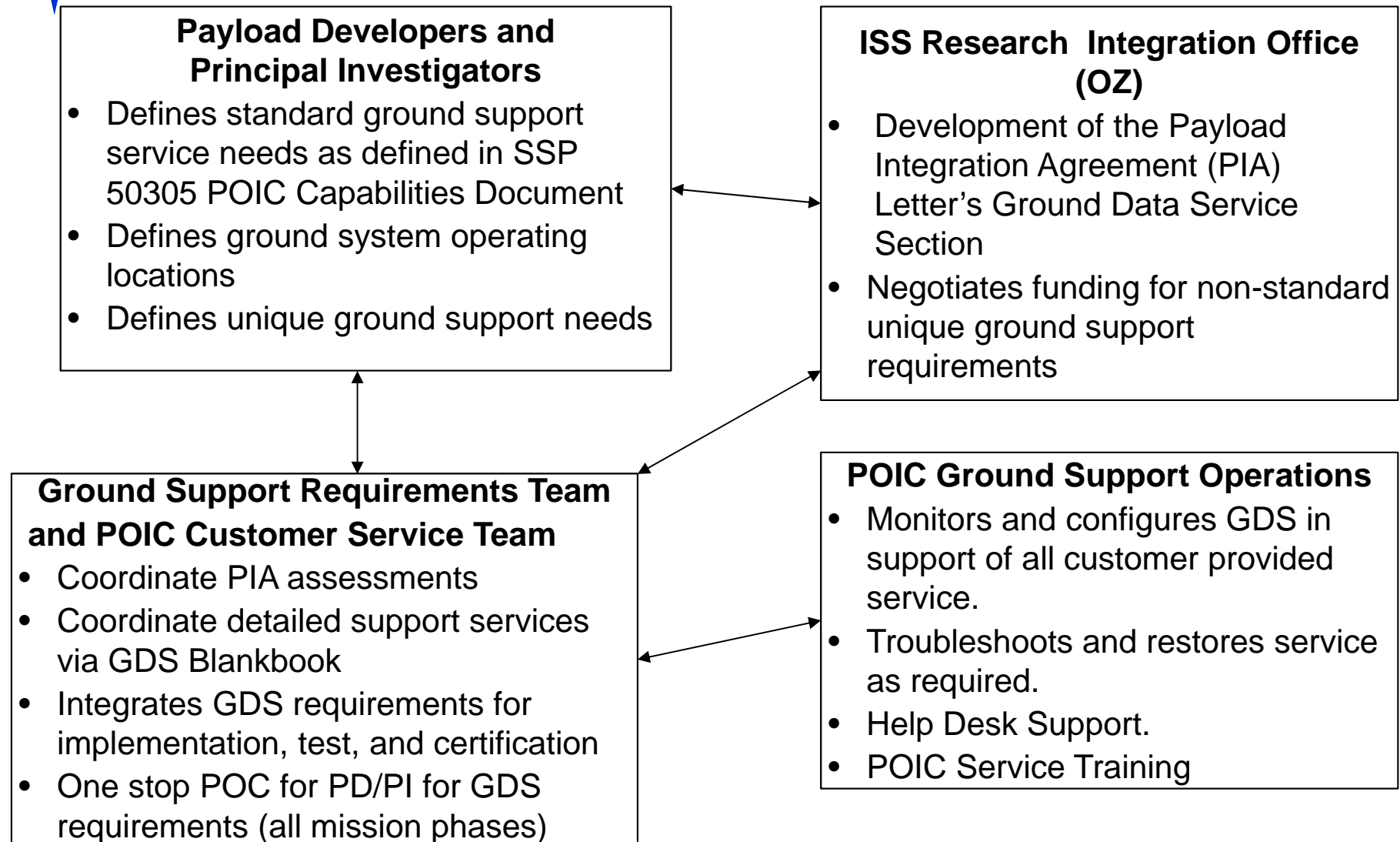
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★ Contents of this Briefing

- ◆ Where does POIC fit in your picture?
- ◆ What is Ground Data Service Support?
- ◆ What is the Ground Support Requirements Team (GSRT) and does it support me?
- ◆ What is the HOSC Customer Service Team (CST) and how do they support me?
- ◆ What is the POIC Ground Operation Support Team and how does it support me?
- ◆ What is the GDS integration timeline?
- ◆ What is a CoFR Package?
- ◆ What is expected of me?
- ◆ POIC Contact Information
- ◆ Use POIC Website.

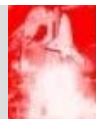


Where Does POIC Fit?



Ground Data Service Support

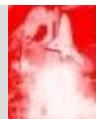
- ◆ Who is involved in the process?
 - ◆ The HOSC Ground Data Services (GDS) Customer Service Team (CST)
 - ◆ The Payload Integration Manager (PIM)
 - ◆ The PD/PI
- ◆ Documentation:
 - ◆ Payload Integration Agreement (PIA) Letter Ground Data Services Section
 - ◆ SSP 50305, POIC Capabilities Document
- ◆ What is required:
 - ◆ Identification of all operating locations
 - ◆ Identification of all operating location points-of-contact
 - ◆ Identification of general GDS needs
 - ▲ Telemetry/Command
 - ▲ Voice
 - ▲ Video
 - ▲ etc.
 - ◆ Unique GDS requirements





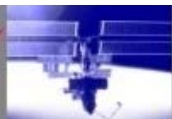
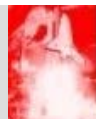
Ground Support Requirements Team (GSRT)

- ◆ Who is involved in the process?
 - ◆ The Payload Integration Manager (PIM)
 - ◆ The PD/PI
- ◆ Documentation:
 - ◆ Payload Integration Agreement (PIA) Letter Ground Data Services Section Letter
- ◆ What is required:
 - ◆ Identification of all operating locations
 - ◆ Identification of video, voice, telemetry, and command services
 - ◆ Identification of unique GDS needs
- ◆ Results:
 - ◆ Concurs with standard GDS requests in PIA Letter.
 - ◆ Provide cost and schedule impacts to OZ for reconciliation of unique requirements.
 - ◆ Documents support commitment in the ISS Program Requirements Document (PRD)

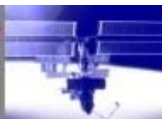
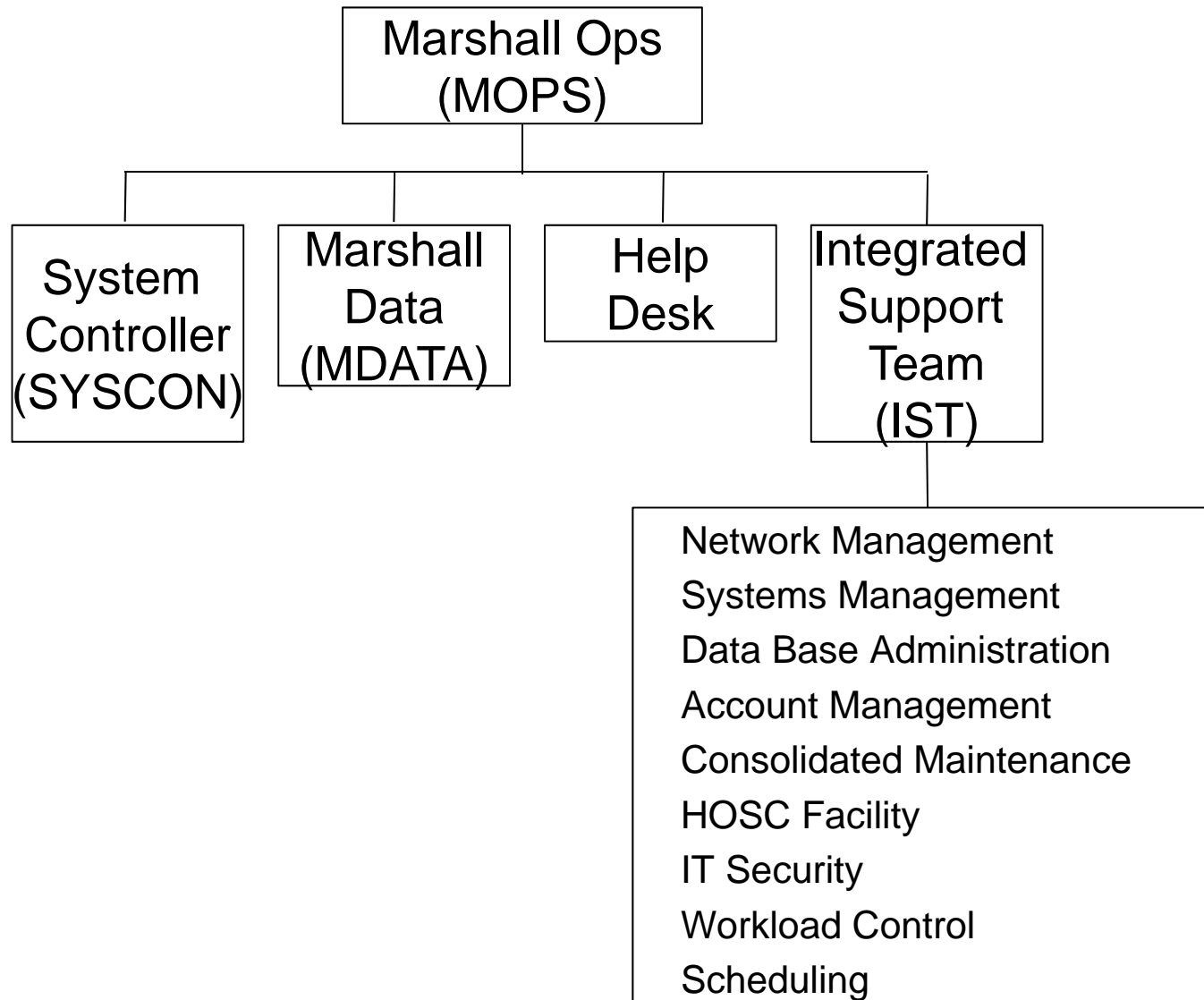


HOSC Customer Service Team (CST)

- ♦ The HOSC Customer Service Team is responsible for support the development of your ground data service (GDS) needs
 - ♦ Provides detailed explanation of the Payload Operations Integration Center's (POIC) ground services.
 - ▲ Voice
 - ▲ Video
 - ▲ Command
 - ▲ Telemetry
 - ▲ Information Management Services (PIMS/OCRs).
 - ▲ Payload Planning services (User ISS resource requirements, Data flow plans, etc.)
 - ♦ Works with the customer to provide a “best fit” set of POIC ground support services that satisfy the customer's ground operations concept.
 - ♦ Assist the customer with documenting their GDS needs in the appropriate Program Level and POIC requirement documents.
 - ▲ Payload Integration Agreement (PIA) Letter
 - ▲ Ground Data Service Blank Book
 - ♦ Provides cost impacts to optional services or other unique customer GDS needs.
 - ♦ Coordinates the creation and integration of all the customer GDS needs with customer's host support facilities.
 - ♦ Ensures Payload Operations team training on POIC GDS.
- ♦ Provides a POIC single point-of-contact for GDS needs for the full life cycle of the experiment's operations.
 - ♦ Pre-mission (flight readiness)
 - ♦ Mission (GDS need changes)
 - ♦ Post-mission (access to stored data service)

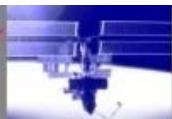
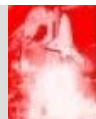


POIC Ground Operations Support Team



Ground Operations Support Team

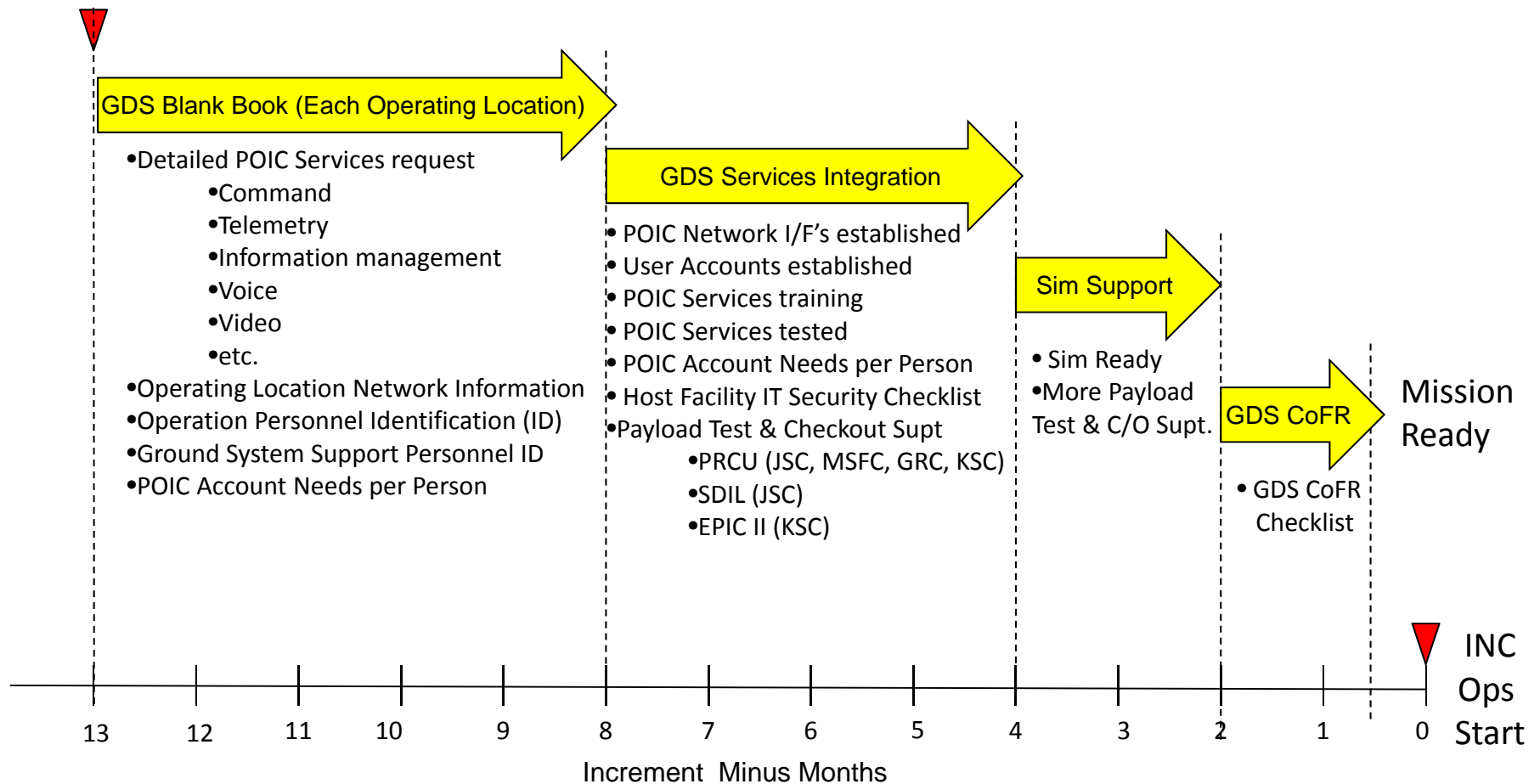
- ◆ Marshall Ops (MOPS)
 - ◆ Management of ground operation support to ensure all service are operating per identified service agreements.
 - ◆ Manages the GDS Call for Flight Readiness (CoFR) activities.
- ◆ Systems Controller (SYSCON)
 - ◆ Real time configuration and control of POIC GDS computer services to include troubleshooting and restoration of services as required for all mission, simulation, and test activities
- ◆ Marshall Data (MDATA)
 - ◆ Real time configuration and control of POIC data, voice, and video distribution services to include troubleshooting and restoration of services as required for all mission, simulation, and test activities.
- ◆ Help Desk
 - ◆ Provides customer support for customer POIC to user systems interface problems.



GDS Integration Timeline

Signed PIA Letter
Ground Data Services

NOTE:
PIA Identified Optional Services support template varies based on complexity of need.



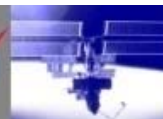
GDS CoFR Package

- ♦ GDS CoFR Checklist Package distributed to all payload operating locations by the POIC Increment Operations Lead.
 - ♦ Package identifies services requiring CoFR
 - ♦ Package identified CoFR testing certification methodology
- ♦ POIC provides access to services 24 x 7 to support CoFR activity.
- ♦ Each operating location certifies GDS services by signing CoFR checklist.



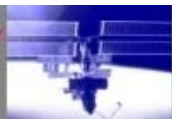
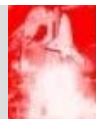
PD Team Responsibilities

- ◆ Support to GDS HOSC Customer Service Team Rep to identify ground support service needs and GDS Blank Book completion for each ground operations location.
- ◆ GDS Support from payload's host operating location(s):
 - ◆ Network management
 - ◆ Systems management
 - ◆ Security
 - ◆ Ground services testing
- ◆ Support GDS CoFR activity from each supported operating locations.
- ◆ Notify POIC of any ground support or payload operations personnel changes



Contact Information

- ◆ Ground Systems Requirements Team (GSRT)
 - ◆ Philip Cauthen 256-544-4204 philip.cauthen@nasa.gov
- ◆ POIC Customer Service Team
 - ◆ Nick Bornas 256-544-5235 nick.bornas@nasa.gov
 - ◆ Dennis Botts 256-544-9363 dennis.botts@nasa.gov
 - ◆ Chris Reid 256-544-6880 christopher.g.reid@nasa.gov
 - ◆ Karl Roth 256-544-3539 karl.roth@nasa.gov
- ◆ POIC Ground Operations Leads (Marshall Ops)
 - ◆ Hal Greenlee 256.544.6140 hal.greenlee@nasa.gov
 - ◆ Neal Mahone 256-544-2157 neal.mahone@nasa.gov
 - ◆ Gary Dempsey 256.544.5113 gary.l.dempsey@nasa.gov
- ◆ POIC Help Desk: 256-544-5066





Useful Website

- ◆ HOSC Administrative Portal
- ◆ <https://mgssp.hadm.msfc.nasa.gov>
 - ◆ Requires HOSC Account to access (standard service to all payload ops and support personnel as requested through the GDS Blank Book.
 - ◆ Access to POIC Services client applications
 - ▲ VPN
 - ▲ Remote IVoDS
 - ▲ EHS Web
 - ▲ TReK
 - ▲ EPC
 - ◆ Network Configuration requirements in support of POIC services
 - ◆ POIC service training materials
 - ◆ GDS Documentation
 - ◆ Integrated Schedules
 - ◆ HOSC Resource Schedules
 - ◆ HOSC Problem Reports.

